

**City of Memphis**  
**Network Voice/Data Services**  
**RFP # SAIC CoM 2015 RG R114960**

**Answers to Questions**

|     | <u>RFQ<br/>Section</u>       | QUESTION   | Response  |
|-----|------------------------------|--|---|
| 1.  | Cover page and Section 4.3.4 | What is the final submission date July, 31, 2015 or August 7, 2015?  | July 31, 2015.  |
| 2.  | General                      | Will the City of Memphis/SAIC consider other service offerings from AT&T such as SIP trunking, PRI overflow for disaster recovery and ethernet as a transport for data?  | Yes, the City will consider other offerings. Please provide a description of the solution and architecture for these potential offerings.               |
| 3.  | Section 2.1                  | Will a new 470 form be filed for the E-rate library services, since it is outside the funding timeframe requirements?  | No.   |
| 4.  | General                      | How are the T-1s used data only or voice and data transport?   | There are a number of data T-1's and voice T-1's, but not both.   |
| 5.  | General                      | Could we have the full address for the library locations?  | The addresses for the Library locations are available on the Library website: <a href="http://www.memphislibrary.org">http://www.memphislibrary.org</a> |
| 6.  | General                      | If a requested service is no longer supported, do you want an alternative proposed?  | Yes, please provide the alternate proposal along with a description of how it compares to the current service.  |
| 7.  |                              | Is it the intent of the end user client to utilize existing handsets or should bidders provide them as well?   | The end user client will utilize existing handsets.   |
| 8.  |                              | Is sip trunk technology acceptable vs traditional trunks i.e. PRI, etc. as long as the features and functionality requirements are met.  | Yes, please provide the solution and architecture involved in migrating from PRI to SIP.  |
| 9.  | Attachment 4                 | Is a hosted VoIP solution acceptable in lieu of "ESSX" and "Centrex"<br>May the bidder contract with multiple carriers to provide optimum cost, circuit type and coverage for the purpose of providing maximum value to end user, primary contractor and vendor partner? | No, hosted VoIP is not an acceptable solution.<br>Yes, to multiple carriers.  |
| 10. |                              | Does the city have an existing WAN (MOE, MPLS, etc..) capable of supporting VoIP at all referenced locations?  | Yes, the City has an existing network infrastructure.   |
| 11. |                              | Can the city provide a list of total phones and analog devices needed by location?   | No, not by location. There are approximately 4,000 phones installed in City divisions.  |

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| 12. |                        | Does the city intend to integrate any video or telepresence endpoints with telephony system/service? | Not for the purposes of this RFP.  |
| 13. |                        | Does the city operate out of one or more datacenters to provide voice and data services?             | The City has a primary data center as well as a disaster recovery data center.   |
| 14. |                        | Does the city currently have Poe switches at each referenced location?                               | The City does not currently have PoE switches at each referenced location, but this initiative is currently in progress. |